

Fire and Life Safety Services



Mission Statement

To improve the quality of life for San Diego area residents and visitors by protecting lives and property through fire suppression, rescue, disaster preparedness, fire prevention community education, emergency medical care, and lifeguard services.



Fire and Life Safety Services

Overview of Services/Programs

The San Diego Fire and Life Safety Services Department serves an area of approximately 331 square miles, with resident population of 1,250,714. The department includes 43 fire stations, a communications center, apparatus and equipment repair facilities, a training facility at the former Naval Training Center, 11 permanent lifeguard stations and 50 seasonal lifeguard towers. In order to meet the Mayor's Goal #8, *Make San Diego America's safest city*, the major functions of Fire and Life Safety Services are: fire suppression, emergency rescue, first response to medical aid incidents, fire safety inspections and code enforcement, hazardous materials incident mitigation, investigation of incendiary fires, community education in fire and waterway safety, disaster preparedness, water rescue, and lifeguard services.

Fire and Life Safety Services activities are divided among the following programs:

- **Emergency Services**

Fire suppression, rescue, medical aid, explosives disarmament, and arson investigation.

- **Fire and Hazard Prevention**

Fire safety inspection and code enforcement activities.

- **Emergency Management Services**

Citywide readiness for major disasters.

- **Lifeguard Services**

Beach visitor safety, Citywide water rescue, code enforcement and water safety education.

- **Support Services**

Acquisition and maintenance of apparatus, equipment and facilities.

- **Communications**

Communications systems, equipment and dispatch services, and community education.

- **Education and Training**

Department in-service training and recruit academies.

- **Health and Human Resources**

Personnel, health management, labor relations, and equal employment opportunity.

- **Fiscal and Information Services**

Analytical, financial, clerical support, and statistical reporting.

- **Emergency Medical Services**

Medical transportation services via San Diego Medical Services Enterprise (Limited Liability Company), which is comprised of the City of San Diego and Rural/Metro of San Diego, Inc.

Major Accomplishments/Service Efforts

- San Diego Medical Services Enterprise (SDMSE) has established and sponsored an innovative career information and opportunity program called the “Diversity, Outreach, Opportunity and Recruitment (DOOR)” program. The DOOR program is a partnership between SDMSE, Fire and Life Safety Services, Brothers United, Bomberos de San Diego, the Women’s Issues Committee, San Diego Fire Fighters Local 145, and Miramar Community College. DOOR provides career information, Emergency Medical Technician, Fire Science courses, scholarship opportunities, and career guidance to participants throughout the diverse communities of the City of San Diego.
- SDMSE was awarded the County Service Area (CSA) 17 Emergency Medical Services (EMS) contract. This is the first 911 EMS service contract for SDMSE outside the City of San Diego. CSA 17 includes the cities of Del Mar, Solana Beach, Encinitas, and Rancho Santa Fe. This contract is valued at \$1.5 million annually.
- SDMSE has developed and implemented a countywide Automatic External Defibrillator (AED) program, “Project Heart Beat”, in partnership with the City of San Diego, the County of San Diego, the American Heart Association and Cardiac Science. SDMSE has established a Municipal Marketing Partnership between the City of San Diego, and Cardiac Science that will return an estimated \$600,000 of revenue to the City AED program over the five-year term of the contract. This program is designed to improve the survival rate of victims of Sudden Cardiac Arrest by at least 20 percent to 40 percent when the program is fully implemented.
- SDMSE has entered a three-year contract extension with the City of San Diego for paramedic services. This extension will insure a continued high quality of EMS service delivery to the citizens and allow the planning and implementation of service improvements.
- One goal of SDMSE is to bid on other 911 EMS contracts that may be advertised in the future. SDMSE is attempting to improve EMS service delivery within the City of San Diego by acquiring EMS contracts with jurisdictions that border the City.
- The Emergency Management Services compiled a draft “City of San Diego Guide for Radiological Emergencies Involving Nuclear Powered Vessels”, which has been submitted to the City’s Hazardous Incident Response Team and San Diego Police Department for review.
- Emergency Management Services conducted a joint Emergency Operations Center (EOC) Functional Exercise, which focused on communications and information sharing between the Naval Southwest Region, County of San Diego and City of San Diego EOC staffs in response to an act of terrorism adjacent to a naval facility on Point Loma.
- Emergency Management Services worked with San Diego Gas and Electric (SDG&E) to develop and implement communications methodologies which would provide timely accurate information to the City departments in the event of rolling blackouts.

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- Emergency Management Services established a work group to identify technological needs for the City's EOC and Departmental Operations Centers (DOCs), i.e. an Emergency Management Information System (EMIS), to track critical event and resource information during major events or disasters.
- Emergency Management Services coordinated the efforts of the stakeholders' (F&LSS, Stadium Manager, SDPD, Security Contractors, SDMSE, etc.) revision of the QUALCOMM Stadium Emergency Plan.
- The Urban Search & Rescue (US&R) Program continued to conduct bi-monthly training for the 186 members of San Diego County California Task Force 8 (CA-TF8) in order to maintain their skills in confined space/collapsed rescue procedures including: technical search, technical rescue, medical, communications, heavy rigging and structural integrity. USAR procured an additional \$100,000 worth of equipment from the Federal Emergency Management Association (FEMA), and deployed the task force (62 members plus 5 additional Command Specialists) in response to the September 11th terrorist attacks on the World Trade Center (WTC) and at the Pentagon.
- In January 2001, Communications Division printed San Diego's first Senior Services handbook as a partnership in public service between F&LSS and SDMSE. This handbook was compiled to provide easy access to City services and facilities specifically geared toward the needs of senior citizens.
- In March 2001, Communications Division completed a new City Fire/Emergency Medical System (EMS) Website strengthening San Diego's efforts to provide residents with e-government on-line services. Now with just a key-stroke, residents can download forms, access fire and EMS information and electronically submit requests for speakers and apparatus. This has become one of the most exciting new educational tools to strengthen our commitment to provide current fire and EMS information to the public. More than 59,030 visitors have utilized this site for fire safety information or referrals to community fire and EMS educators since its inception.
- Fire and Life Safety Services made 545,473 personal contacts through the department's outreach efforts, an increase of over 200,000 from the previous fiscal year. During Fire Prevention Week, San Diego Fire & Life Safety Services (F&LSS) conducted a major outreach effort partnering with San Diego City schools. Together they exercised evacuation drills with the elementary schools and distributed fire safety information to over 140,000 San Diego City elementary school students. F&LSS sends a very strong fire and burn prevention message out with engine companies visiting schools, businesses and community groups every day.
- F&LSS also forged dynamic community partnerships with other fire safety educators such as the Burn Institute, the UCSD Regional Burn Center, the American Red Cross, Children's Hospital and Safe Kids Coalition, making it possible to reach thousands more families and children with fire and EMS safety information.

- Lifeguard Services performed 6,096 rescues and 3,418 medical aids in Fiscal Year 2001, protecting approximately 18.5 million users of San Diego's beaches and bays, and coastline and inland waterways. The Junior Lifeguard Program boasted a record attendance of over 1,000, 9-17 year olds who learned about water safety and lifeguarding as a career during the summer. The Lifeguard Service sponsored the Learn-to-Swim-for-Free Program aimed at inner-city youth ages five and up. Over 3,000 participants were provided with swim instruction. The Bridge-to-the-Beach Program introduced new swimmers to the beach, many for the first time. Community groups from throughout the City, including the Jackie Robinson YMCA and the Martin Luther King, Jr. Pool participated. Working as a partner with City and private schools, free swimming lessons and team sponsorship was made possible at O'Farrell Charter, Crawford, Hoover, San Diego, Morse, Lincoln High, Memorial, and Rosa Parks and Nubia Academy.
- All permanent and seasonal lifeguards were trained in the use of automated external defibrillators (AEDs). AED units are now at all permanent lifeguard stations and on all rescue vehicles.
- Lifeguard Services purchased a new fleet of personal watercraft (PWC) in an effort to provide lifeguards the safest and most efficient method of rescue. These vessels allow quick access to drowning victims and can be safely operated by a single guard. An educational video and PWC training were created for Mission Bay lessees through a joint effort of lifeguards and police. Lifeguard Services also built a fire fighting training boat used to simulate real fire fighting scenarios used in State Department of Boating and Waterways classes and San Diego Lifeguard Marine Firefighting Academy.
- "Waterproof San Diego" helicoptered into 20 elementary schools bringing a fun and educational interactive water-safety message to thousands of students.
- Emergency Medical Services began pursuing a national fire service accreditation. The voluntary national fire service accreditation system is a self-assessment process which focuses on the evaluation of activities and services an entity provides to protect life and property. This self-assessment process is a proven model to assist fire service professionals in continually improving the quality and performance of their organizations.
- Emergency Medical Services, in conjunction with the Police Department, hosted the 2001 International Tactical Emergency Medical Services Conference here in San Diego, October 3-6, 2001. This conference is devoted exclusively to tactical medicine and critical incident resolution. Additionally, F&LSS firefighter/paramedics won the "medic-up" competition. This event features two-person teams from around the world competing in a variety of tactically and medically challenging events. Competitors were evaluated on how well they deliver good medicine in difficult circumstances.
- Emergency Medical Services hosted the 2001 California Firefighter Summer Olympics here in San Diego, July 15-22, 2001. This was the 30th annual statewide event and drew over 2,500 participants and their families to the City. There were 32 different events, ranging from basketball, fishing and triathlon,

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to volleyball and water-skiing. Most of the events were held at various parks, lakes and beaches within the City. San Diego City firefighters devoted a significant amount of time and energy to insure a very successful event. This high quality athletic competition demonstrates the commitment and enthusiasm of firefighters, not only toward competitive events, but also to their profession.

- The Hazardous Materials Team (HMT) received specialized training to enhance skills for response to terrorist attacks involving the use of chemical agents. Much of this training has been funded through State and Federal grants.
- HAZMAT is participating in ongoing joint training activities with law enforcement, medical, and explosives teams to improve response coordination and safety at incidents involving weapons of mass destruction (WMD), and has recently acquired protective and detection equipment such as air purifying respirators for chemical and biological agents, and anthrax detection equipment for chemical and biological agents.

Future Outlook

After anthrax hoax responses escalated following the September 11th terrorist attack, there were thousands of calls screened and hundreds of responses countywide. Additional HMT personnel were scheduled to provide required staffing, response levels were modified, and newly acquired equipment and standard operating guidelines were put to use. HMT successfully handled this tremendous increase in call volume because of the training and equipment it has been able to obtain through federal grant funds, and the cooperation and preplanning which has occurred between emergency response agencies throughout the County.

Additional federal and/or state funds will likely become available to prepare local jurisdictions for response to acts of terrorism as a result of September 11th. Emergency Management will be pursuing funding sources for technological solutions to the EOC and DOC staff needs for the collection, collation, dissemination and display of critical information during major events or disasters.

Fire and Life Safety Services Urban Search & Rescue (US&R) staff is working with a local group of philanthropists on regional needs for confined space/collapsed structure rescue capability such as a Medium/Heavy Rescue Unit. An additional \$150,000 of FEMA grants is anticipated to support the continued expansion of CA-TF8's capability and equipment. California Metropolitan Fire Chiefs are working with the Governor's Office of Emergency Services to garner support in the State legislature for a portion of the additional 0.25 percent sales tax to be allocated to the development and support of a statewide US&R Medium/Heavy Rescue Program.

Scheduled to open in Fiscal Year 2002, Fire Station 44 will improve the response times to the commercial area of Miramar and residential areas of Scripps Ranch and Mira Mesa. It will also house the Hazardous Incident Response Team.

Future EMS program enhancements include implementation of a paperless, pre-hospital emergency medical patient information system. This program was designed to improve the SDMSE medical data base, speed up and improve medical billing

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and collection processees, provide accurate patient information to hospitals and the County Quality Assurance Network, and provide data which will improve training and service delivery.

A comprehensive Capital Improvement Plan was approved in concept by Council. Ten projects, including both new and renovated lifeguard facilities were included in the City's Capital Improvement Program.

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Staffing and Expenditure History

Fire and Life Safety Services Expenditures

	FY 2000 Actual	FY 2001 Actual	FY 2002 Budget
Lifeguard Services	\$ 8,443,874	\$ 9,391,067	\$ 10,280,074
Fiscal and Information Services	\$ 842,202	\$ 957,098	\$ 976,291
Health and Human Resources	\$ 1,194,227	\$ 1,859,119	\$ 2,164,283
Fire and Hazard Prevention	\$ 2,568,777	\$ 2,895,342	\$ 3,871,889
Emergency Services	\$ 77,545,438	\$ 82,863,823	\$ 84,709,726
Education and Training	\$ 1,732,837	\$ 2,381,150	\$ 2,089,105
Support Services	\$ 6,557,814	\$ 6,303,799	\$ 6,766,428
Communications	\$ 5,090,291	\$ 5,609,751	\$ 5,554,467
Management	\$ 209,119	\$ 218,473	\$ 315,075
Emergency Management Services	\$ 359,130	\$ 349,502	\$ 257,756
TOTAL ⁽¹⁾	\$104,543,709	\$112,689,124	\$116,985,094
Percent Change from Prior Year		7.79%	3.81%
Emergency Medical Services Fund	\$ 7,034,603	\$ 7,831,263	\$ 7,575,662
Percent Change from Prior Year		11.33%	-3.26%

⁽¹⁾ Total expenditures reflect year end Auditor's adjustments.

Fire and Life Safety Services Positions/FTE

	FY 2000 Actual	FY 2001 Actual	FY 2002 Budget
Lifeguard Services	120.67	126.84	130.34
Fiscal and Information Services	16.75	16.75	16.75
Health and Human Resources	5.00	5.00	5.00
Fire and Hazard Prevention	44.83	44.83	44.83
Emergency Services	843.18	856.15	862.63
Support Services	31.10	31.10	35.10
Education and Training	5.25	5.25	5.25
Emergency Management Services	1.00	1.00	1.00
Communications	51.96	51.96	51.96
Management	2.00	2.00	2.44
TOTAL	1,121.74	1,140.88	1,155.30
Emergency Medical Services Fund	83.50	96.10	99.60

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Fire and Life Safety Services Positions/FTE

	FY 2000 Actual	FY 2001 Actual	FY 2002 Budget
Fire Department	1,001.07	1,014.04	1,024.96
% Change from prior year		1.3%	1.1%
Lifeguard Services ⁽¹⁾	120.67	126.84	130.34
% Change from prior year		5.1%	2.8%
Total Fire and Life Safety	1,121.74	1,140.88	1,155.30
% Change from prior year		1.7%	1.3%
Emergency Medical Services	83.50	96.10	99.60
% Change from prior year		15.1%	3.6%

⁽¹⁾ Budgeted positions for Lifeguard Services are full time equivalent (FTE) positions. The figures above do not reflect seasonal lifeguard positions.

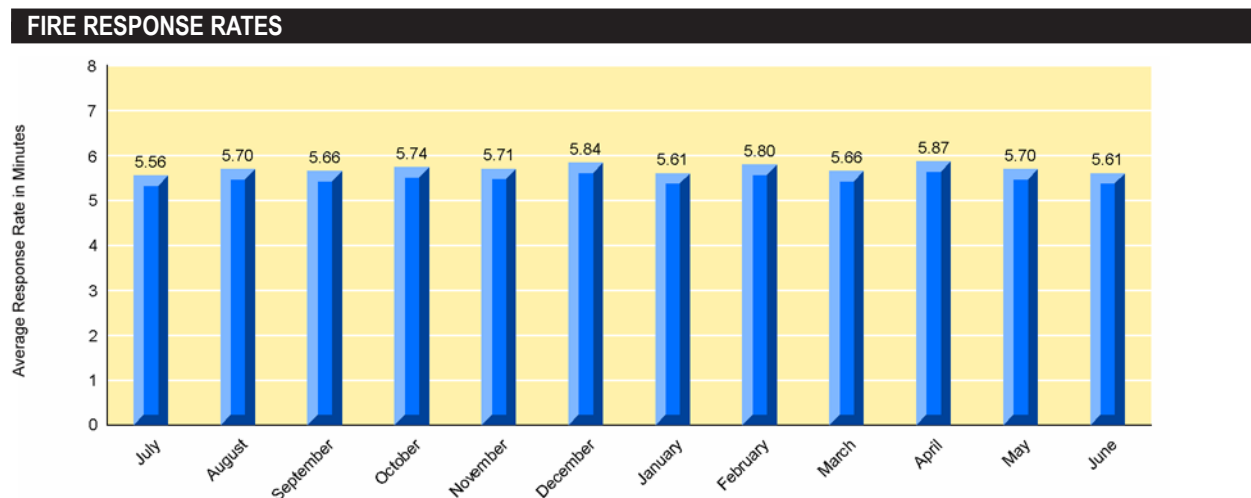
Performance Measures

	FY 2000 Actual	FY 2001 Actual	FY 2002 Budget
Average response time for engine company (for all calls) in minutes	6.0	6.0	6.0
Fractile percentage of paramedic ambulances responses under 12 minutes for Advanced Life Support (ALS) calls	90%	90%	90%
Cost-loss index ⁽¹⁾	\$87	\$87	\$94

⁽¹⁾ Represents the average cost per City resident for fire protection and fire loss. It reflects the Fire and Life Safety Services budget per capita, plus the fire dollar loss per capita.

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In Fiscal Year 2001, the department's fire response rate goal was met.

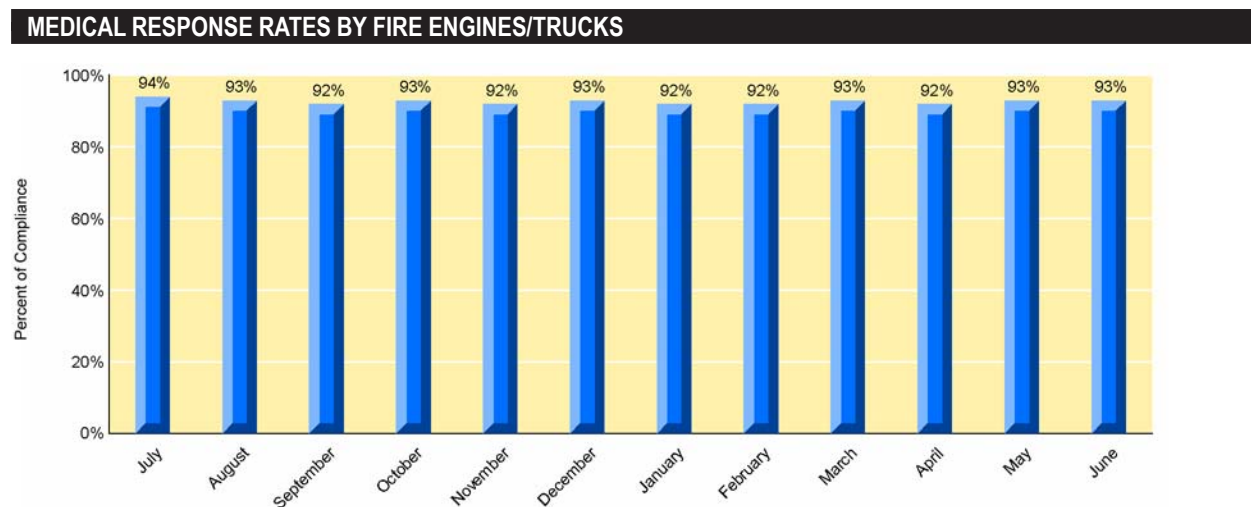


Goal: To respond to fire emergencies within six minutes.

Percent of Time Met: The department goal has been met Fiscal Year 2001.

Note: Fire incident response times are measured from time of dispatch to time engine/truck unit reports as being on the scene.

In Fiscal Year 2001, the medical/response rate by fire engines/trucks was met.



Goal: To respond to medical emergencies within eight minutes or less, 90% of the time.

Percent of Time Met: The department goal has been met Fiscal Year 2001.

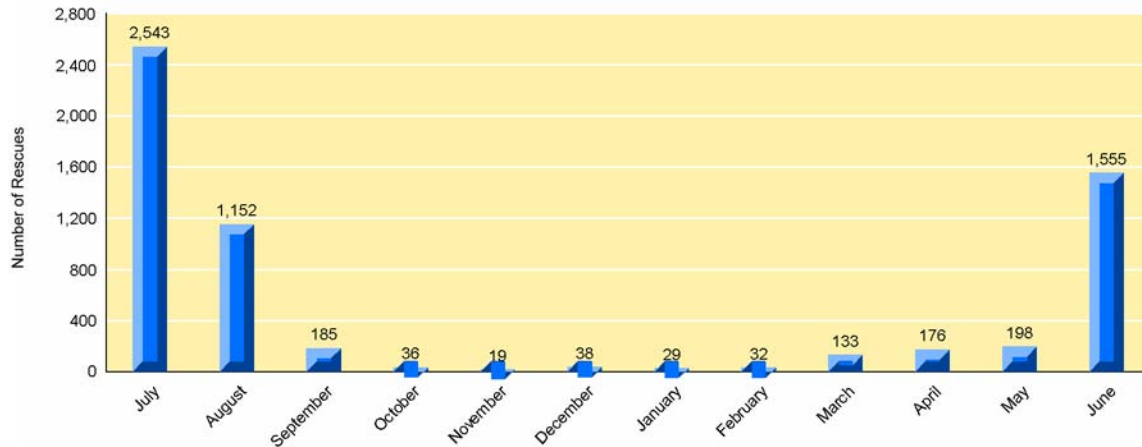
Note: Medical/Rescue incident response times are measured from time of dispatch to time engine/truck unit reports as being on the scene.

Response data is based on fractile measurement of all calls. This change was made from average response rates in the July-December 1999 Report.

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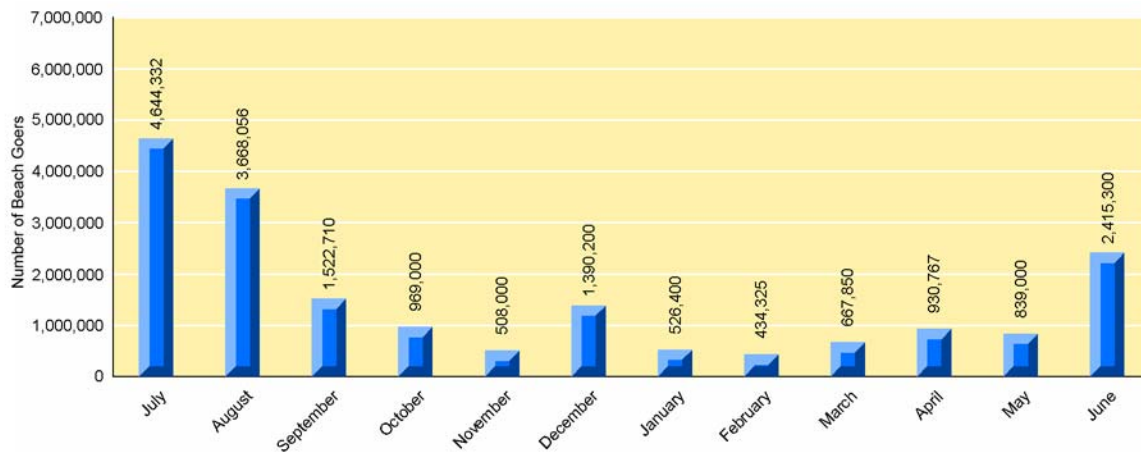
In Fiscal Year 2001, Lifeguard Services effected 9,514 water rescues and medical aids for approximately 18.5 million beach visitors.

WATER RESCUES This graph does not indicate a specific goal, rather it displays the total number of water rescues at City beaches, on a monthly basis.



In Fiscal Year 2001, an estimated 18.5 million City residents and visitors attended San Diego beaches.

ESTIMATED BEACH ATTENDANCE This graph does not indicate a specific goal, rather it displays the total attendance at City beaches, on a monthly basis.



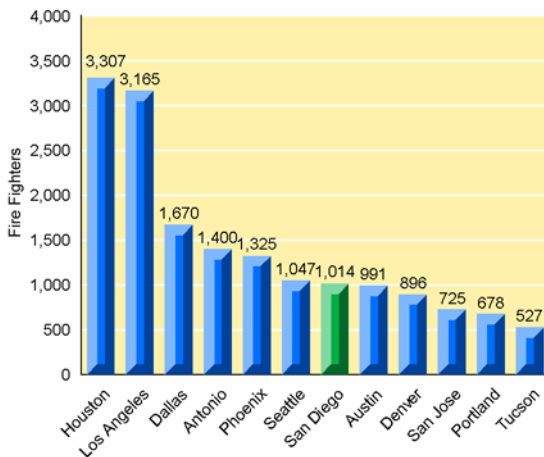
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Comparison to Other Jurisdictions

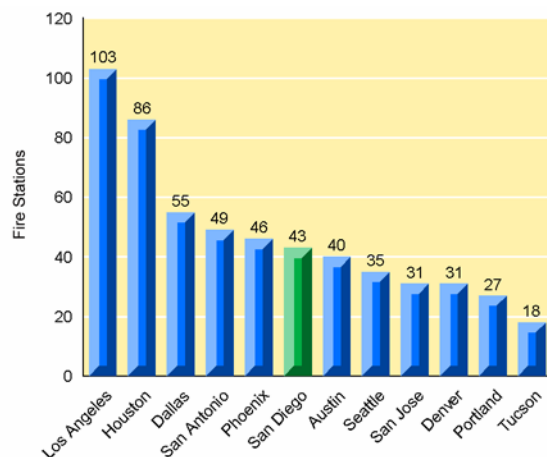
Of those cities surveyed, San Diego ranks seventh in the number of sworn fire fighter personnel.

Of those cities surveyed, San Diego ranks sixth in the number of fire stations with a total of 43.

**NUMBER OF SWORN FIREFIGHTERS
FY 2001**



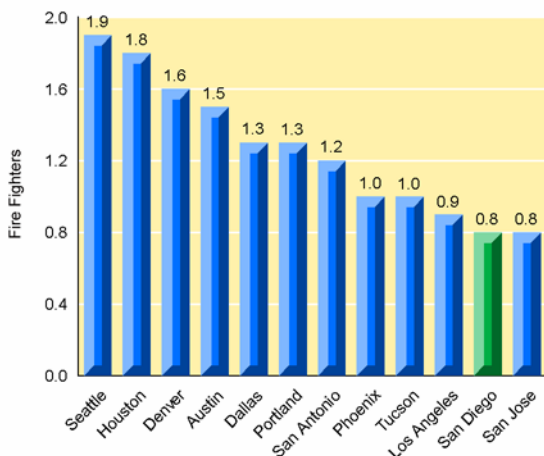
**NUMBER OF FIRE STATIONS
FY 2001**



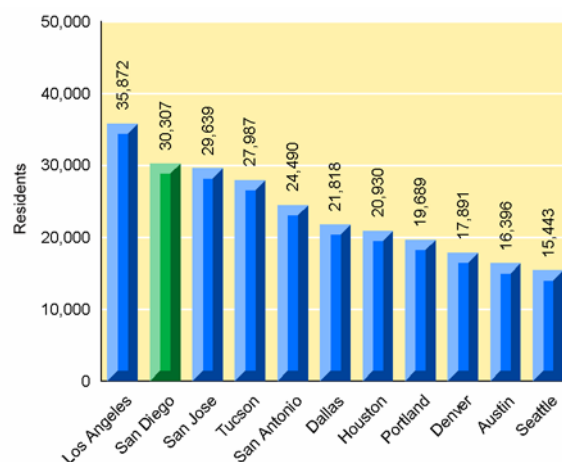
Of those cities surveyed, San Diego, along with four other cities, ranks ninth in terms of the number of sworn fire fighters per capita, with 0.8 firefighters per 1,000 residents.

San Diego ranks second among the cities surveyed in terms of the number of residents served per fire station, with an average of 30,307 residents served per fire station.

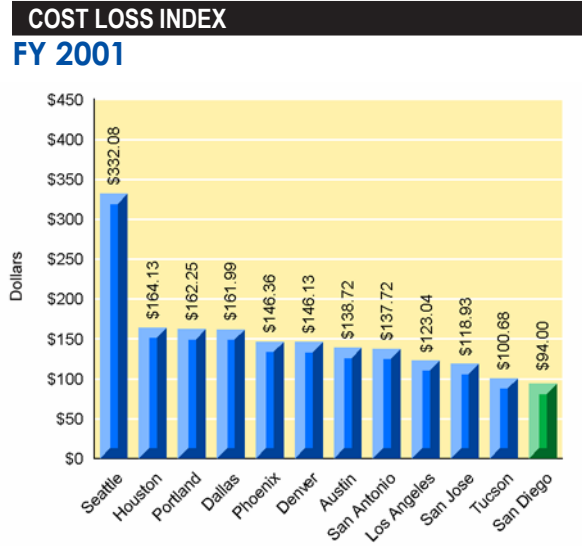
**NUMBER OF SWORN FIREFIGHTERS
PER 1,000 POPULATION
FY 2001**



**RESIDENTS SERVED PER FIRE STATION
FY 2001**



Of those cities surveyed, San Diego has the second lowest Cost Loss Index.



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Resident Satisfaction

The majority of residents in the City of San Diego 2001 Resident Satisfaction Survey indicated their satisfaction with San Diego Fire and Life Safety Services' four primary activities: Emergency Medical Services, Fire Prevention, Lifeguard Services, and lifeguard service efforts in beach and water safety education (new to this study).

	2001 RESIDENT SATISFACTION					RESIDENT SATISFACTION 2001-1997				
	Satisfied		Dissatisfied		Not Sure	2001	2000	1999	1998	1997
	Very	Somewhat	Somewhat	Very						
Emergency Medical Services, including ambulance services and emergency medical services provided by the Fire Department:	53%	33%	2 %	*	12%	86%	83%	81%	79%	80%
The Fire Prevention Program, including weed abatement, fire inspections of buildings and property:	41%	42%	4 %	1 %	12%	83%	84%	82%	81%	80%
Lifeguard Services provided at San Diego beaches, including swimmer rescue, medical aid and cliff rescue from Point Loma to La Jolla and Mission Bay:	51%	32%	2 %	1 %	14%	83%	84%	85%	83%	82%
Lifeguard service efforts in the area of beach and water safety education:	39%	37%	3 %	2 %	19%	76%	79%	N/A	N/A	N/A

*Less than 0.5%

Additionally, residents queried in the same 2001 survey indicated their confidence in Fire and Life Safety Services' response to fire emergency at 94 percent and for response to 911 calls at 89 percent.